EDINBVRGH
THE CITY OF EDINBURGH COUNCIL

Service Delivery Guidance – Jan 2026

Complex Healthcare Needs Team

Education Provision at Royal Hospital for Children and Young People

Our Vision

In line with Edinburgh Learns Inclusion Framework every child or young person irrespective of identity, background or ability will be part of a resilient and positive learning community providing high quality inclusive educational experiences and outcomes.

Aim

To ensure all learners who are unable to attend school due to healthcare needs are **present, participating, achieving and supported** in the right place at the right time by the right people.

We do this providing high quality teaching and learning in the hospital setting with children and young people at the centre.

Introduction

Education authorities have a statutory duty, under section 14 of the Education (Scotland) Act 1980 to make special arrangements for pupils to receive education elsewhere than at an educational establishment, where they are satisfied that they are unable, or it would be unreasonable to expect them, to attend a suitable educational establishment because of their prolonged ill health.

All children and young people are individuals with a right to an education, and all schools have a key role in Getting it Right for Every Child. In June 2015, the Scottish Government published guidance on 'Education for Children and Young People Unable to Attend School due to Ill Health Education of children unable to attend school due to

ill health: guidance - gov.scot (www.gov.scot) . It applies to those children and young people where learning is interrupted due to prolonged ill health for a range of reasons such as accidents or trauma, chronic, long term, life limiting or terminal conditions, mental health issues and conditions which require repeated medical intervention, such as dialysis.

The guidance sets out a range of responsibilities and powers enabling the educational and health needs of children and young people to be met. It also provided a framework to assist in establishing a basis of agreements and arrangements between local authorities, schools and other services.

Scope and Role of the Complex Healthcare Needs Team

A team of experienced teachers and support staff from the City of Edinburgh Council 's Complex Healthcare Needs Team are based in the Royal Hospital for Children and Young People. Within well-equipped classrooms or on the wards they provide education support to school age children expected to have admissions longer than 5 days, during term time following the City of Edinburgh School calendar.

The team provide information sessions to hospital staff to inform them of the provision available and how to access support for children and young people from the team as well as providing materials to display in wards so that families can access more information by looking at the hospital website or contacting the team directly.

The Referral Process

The Royal Hospital for Children and Young People have a continually changing picture of inpatients and outpatients. With reference to the inpatients, many of these young people meet the criteria for teaching. This means that referrals to our service can be made at any time and that they need to be picked up in a timely and efficient manner.

To do so:

- NHS partners in the hospital will help identify children and young people expected to have admissions longer than 5 days who are well enough to engage in continued learning. They will make the family aware of the education provision and ask if they wish a referral to be made.

- With their agreement, the Complex Healthcare Needs Team will then introduce themselves to the family to gather the necessary consent to proceed and answer any questions they may have about the service provided.

- Following this the team will contact the pupil's school to begin planning for their support.

- In instances where children enrolled in City of Edinburgh Council schools have not been admitted as stated above but are unable to attend school because of prolonged ill-health then schools should plan with the team around the child to put special arrangements in place to continue their education. This may take the form of remote learning, or outreach teaching in the community/at home. In exceptional circumstances the Complex Healthcare Needs Team can provide outreach support. Any requests for support from schools should be directed to the Service Manager in the first instance.

Current Fees

Responsibility for arranging education out with school lies with the child or young person's home local authority. Where the pupils reside outside of the City of Edinburgh, their local authority will be informed that a request for support has been made and when support commenced. They will then be informed of the associated costs of the support per hour, and will be invoiced for the support provided on a termly basis.

Service Type	Rate (per hour)
1:1 Teaching and Support	£121.57
Small Class /Group Teaching and Support	£47.68

Charging Structure (2025/26)

These rates are reviewed annually.

Principles of Service Delivery

Continuity

- Support is provided without undue delay minimising disruption to learning
- Where there is less certainty over the possible length of any absence, education out with school should commence at the earliest opportunity

and certainly no more than 15 working days of continuous or 20 working days of intermittent absence.

Personalised Support

- Prior learning is reviewed and next steps planned.
- Access to learning activities which meet the needs and circumstances of the individual child or young person.
- Opportunities are planned for personal achievement

Collaboration

- Effective partnerships with families, schools, third sector and NHS partners with children and young people at the centre using the GIRFEC framework.
- Transition back to school is planned with the team around the child.

Open Cases

On initial referral pupil files will be opened. The date support begins and ends during an admission and the number of hours of support provided recorded.

The team are not always able to predict the level of support that will be provided from the outset as sessions need to fit in with ongoing treatment and plans may need to be adapted during the pupils stay in hospital.

For some children daily lessons are appropriate, but others may manage more and where pupils are studying for formal qualifications, we will endeavour to provide intensive support to do so as appropriate.

Each day members of the team will visit the wards and liaise with ward staff, families and pupils to plan the day ahead and the type and level of support they require.

Targeted and Intensive Support

Following a referral the team will:

- Meet with pupils and their families to prioritise learning activities, discuss their needs and understand barriers to learning.
- Create a bespoke plan for each pupil in collaboration with their school and relevant medical staff.
- Provide regular communication and updates to the pupil's school (class or subject teachers and/or guidance team as required).
- Be responsive to individual needs and review plans on an ongoing basis to provide continuity and progression of education.
- Check in with pupils and medical staff daily while they are in hospital to confirm their capacity for learning that day and arrangements for support.
- Work flexibly to adapt the number and length of sessions each pupil accesses while in hospital according to their needs.
- Support pupils to self-study or access learning remotely provided by their school if appropriate.
- Provide support to senior phase pupils, with a focus on English and Maths but can support other subjects and the completion of assessments and exams as required.
- Contribute to C/YPPMs and multi-disciplinary hospital meetings.
- Build relationships with families and bridges between home and school to help parents and carers engage with their children's learning and maintain continuity.
- Share termly newsletters with hospital staff, schools and families to share the accomplishments and progress of learners.

Report Writing and Closing Files

On discharge/ the end of a block of support an overview of work completed will be provided. This will be sent to both the family and home school and shared with the child/young person as appropriate.

In instances where a child or young person's medical condition may mean one sustained block of support is required in hospital their case will be closed on discharge.

If several sustained blocks of support are required spanning many months / years, in such cases their file will remain on open access, without a new referral being required (where the gap between admissions is less than one year).

In collaboration with the team around the child the team support transition back to school by providing suggested next steps for learning and in some cases may also include outreach teaching for pupils residing in Edinburgh to support them back to school.

Working in the Hospital Context

The team will attend ward meetings which provide updates regarding treatment progress and help them understand the ongoing needs of pupils. They can also feedback around any concerns with engagement in learning or ask for advice regarding approaches. They will liaise with parents and hospital staff working closely with the pupils regularly.

The team, on induction will familiarise themselves with the hygiene and infection control guidance agreed with the hospital. This will be revisited annually. All members of the team are responsible for ensuring cleaning of surfaces and resources are compliant. Staff will complete the relevant TURAS (NHS online training) modules as advised.

The team will also attend training provided by CAMHS to gain a better understanding of developments and approaches to mental health/neurodiversity.

Where appropriate the team will undertake risk assessments in conjunction with NHS colleagues to ensure infection control and safeguarding measures are in place.

All staff will attend the appropriate level of First Aid Training for their role.

Fire safety protocols are in place, and the team will attend training provided by the hospital to ensure they are aware of the procedures in place if a fire alarm.

Professional Development

The Complex Healthcare Needs Team will engage in an ongoing variety of professional learning to continue to develop their capacity to meet a range of unpredictable learning needs.

All staff will engage in core learning modules via MyLearninghub. Termly Specialist Team Meetings will provide collegiate opportunities to access training and weekly caseload meetings provide the opportunity for joint working and supervision.

Support staff will have regular 1-1's with their team leader and an annual conversation which will allow them the opportunity to reflect on their work and discuss their career-long professional development priorities.

Teachers will be part of the Support for Learning Network to keep abreast of developments within City of Edinburgh schools with regards to supporting additional support needs and engage in the professional learning set out in their working time agreement around wider Inclusion and Teaching and Learning policies and procedures.

All teachers are GTCS registered and as such work within the Professional Standards for Scotland's Teachers, maintaining their registration through an ongoing process of engagement in professional learning development and review.

Child Protection Training

The Complex Healthcare Needs Team will ensure that the Named Person's details are recorded in the pupil file prior to teaching. All staff are trained as Specific Workforce (previously level 2). This is refreshed every 2 years, and all staff will attend an update each August.

If a disclosure is made to a member of the team they must speak to the Child Protection co-ordinator/Named Person as soon as possible. They should also complete a Wellbeing Concern Form (All staff should save a copy of the Wellbeing Concern Form in an accessible place on their council provided device for ease of access) summarising their concerns. They should send this by email and confirm receipt. If their concern is urgent, and they are unable to contact the Named Person, they must contact **Social Care Direct. This is the City of Edinburgh Council's Social Work duty team. Their number is 0131 200 2324. If their concern is for a child that lives outside City of Edinburgh, they should contact the named child protection co-ordinator provided by their school or their equivalent Social Work service if they are unable to contact them or have an urgent concern. If they need support with this, they can contact their Service Manager [redacted]@ea.edin.sch.uk or [redacted]@edinburgh.gov.uk**

Complex Healthcare Team Staff

- Team Leader -Complex Healthcare Needs (Principal Teacher, Primary)
- Secondary Teacher (English)
- Pupil Support Officers x 2